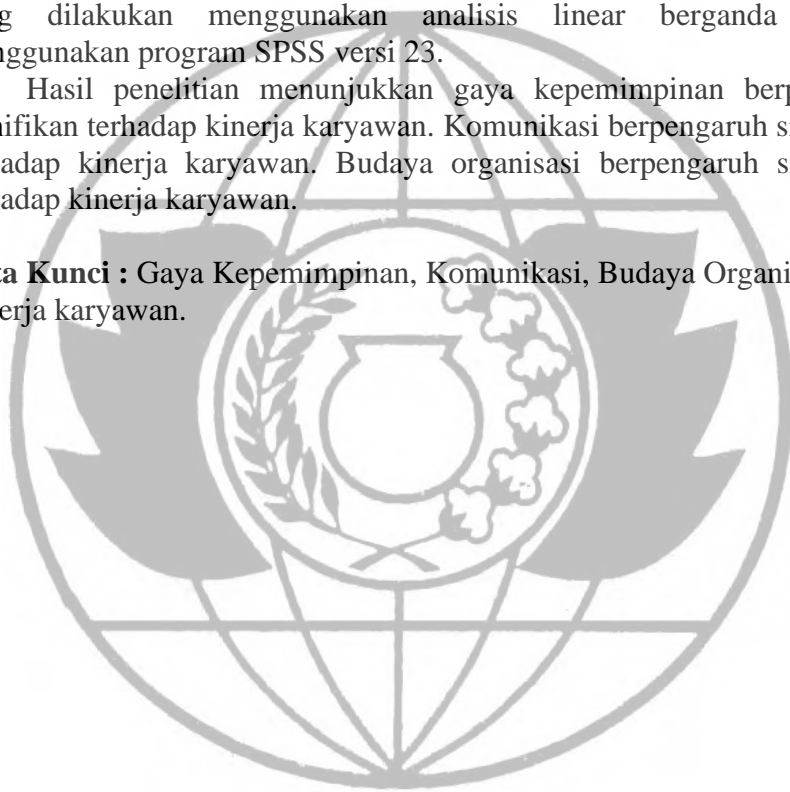


ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh gaya kepemimpinan, komunikasi dan budaya organisasi terhadap kinerja karyawan PT. JNE EXPRESS cabang utama Surabaya divisi operasional *delivery*. Jenis penelitian yang dilakukan menggunakan metode kuantitatif. Sampel populasi yang dijadikan sampling pada PT. JNE EXPRESS cabang utama Surabaya divisi operasional *delivery* adalah staff pelaksana *rider* dan *driver delivery* semambung digunakan sebagai sampel. Metode analisis yang dilakukan menggunakan analisis linear berganda dengan menggunakan program SPSS versi 23.

Hasil penelitian menunjukkan gaya kepemimpinan berpengaruh signifikan terhadap kinerja karyawan. Komunikasi berpengaruh signifikan terhadap kinerja karyawan. Budaya organisasi berpengaruh signifikan terhadap kinerja karyawan.

Kata Kunci : Gaya Kepemimpinan, Komunikasi, Budaya Organisasi, Kinerja karyawan.



ABSTRACT

This research aimed to analyze the effect of leadership style, communication and organization culture on the employees, performance of PT. JNE EXPRESS, main branch surabaya of delivery operational division. While, the research was quantitative. The population was PT. JNE EXPRESS main branch Surabaya of delivery operational division. Moreover, the data collection technique use purposive sampling, in which the sample was based on criteria given. In line with, the sample was delivery rider and driver of PT. JNE EXPRESS, main branch Surabaya. Furthermore, the data analysis technique used multiple linear analysis with SPSS 23.

The research result concluded leadership style had significant effect on the employees' performance of PT. JNE EXPRESS, main branch surabaya of delivery division. Likewise, communication had significant effect on delivery operational division. Similarly, organization culture had significant effect on the employees' performance of PT. JNE EXPRESS, main branch Surabaya of delivery operational division.

Keywords: Leadership style, Communication, Organization Culture, Employees' Performance